FY 98 ANNUAL PLAN



FORSCOM

POWER PROJECTION CONTRACTING

September 1997

Annual Plan for FY98

This Annual Plan is based upon our FY98 Annual Assessment, and summarizes the specific tasks we are undertaking to accomplish our Strategic Plan. The purpose of this Annual Plan is to give us a starting point for the year.

Page three shows the summary of Action Items. These Action Items were developed in response to the priorities we identified in the FY98 Annual Assessment. Each task is presently shown as green status because we are at the starting line, and presently none of the Action Items is in jeopardy of failing to meet its next milestone. This status column helps us ensure we continue to make progress. On our working copy, the current month's milestones are highlighted to help focus our attention, so the September Milestones in this plan are marked in yellow. The operational definitions of status, actions and priorities are shown on page three.

Each Action Item listed in the summary is supported by an Action Item Report, which describes the task, intent, milestones, and other important information for each item. Because these reports are working papers, and there are so many of them, we did not include them in the annual plan. However, we provided an example at page five (which happens to be my tasker) to show how it works.

We also have developed metrics to measure our progress toward our Strategic Goals. These metrics are outlined beginning on page six. Four metrics have not yet been fully developed, primarily due to lack of data, and one more is still not sufficiently defined. We expect to mature these metrics over the course of the year. The current status of these metrics is shown at page ten to provide a baseline for FY98.

This plan is an assemblage of working documents — there will be many changes as the year progresses. Should anyone be interested in the status or details of a specific Action Item, please give us a call or drop us an e-mail — we'll be happy to answer any questions.

TONI M. GAINES
Principal Assistant Responsible
for Contracting

Summary of Action Items

	Status	Title	Strategic Goal	Core Process	Priority	Action Officer and Sponsor	Next Milestone	Action
1	GRN	Best Value Tng for Contracting Officers	4	d.2	1	Libby / Toni	28-Nov-97	P&C
2		Source Selection training	4	d.1	1	_	28-Nov-97	
3		Source Selection Streamlining Initiatives	6	d.1	1	Susan / Libby		
4		Market Survey Handbook/Training	4	c.4	1	Roy / Toni	30-Oct-97	
5	GRN	Automation Tools	10	b.6	1	Roy / Toni	30-Sep-97	
6	GRN	Acquisition Reform Implementation	6	a.2	1	Judy / Suzy	30-Oct-97	Implement
7	GRN	Commercial Items Acquisition	6	d.4	1	Judy / Suzy	30-Sep-97	Maintain
8	GRN	Commercial Activities Program	6	b.9	1	Gail / Libby	12-Sep-97	Implement
9	GRN	Force XXI Contracting	8	a.2	1	Toni	30-Oct-97	Implement
10	GRN	Past Performance Program	7	e.4	1	Bev / Toni	1-Oct-97	DIP
11	GRN	Task Order Contracts	6	a.2	1	Sandi / Libby	15-Sep-97	DIP
12	GRN	Cost Benefit Tracking System	6	b.6	1	Joan / Bev	1-Oct-97	DIP
13	GRN	PWS & Perf Based Tng for Customers	2	f.1	1	Carol / Bev	3-Nov-97	DIP
14	GRN	Activity Based Costing	6	a.2	1	Brenda/ Suzy	12-Sep-97	Implement
15	GRN	Acquisition Reform Training	4	a.2	1	Suzy / Toni	15-Sep-97	Maintain
16	GRN	Contracting Workshop	4	a.2	1	Suzy / Toni	3-Nov-97	P&C
17	GRN	Electronic CILs and correspondence	10	b.6	1	Clyde / Suzy	30-Sep-97	DIP
18	GRN	IMPAC Program	6	b.8	1	Pat / Suzy	10-Sep-97	Maintain
19	GRN	Acquisition in major projects procedures	2	b.1	1	Irene / Bev	17-Oct-97	DIP
20	GRN	Maintain Homepage	10	b.6	1	Irene / Bev	31-Oct-97	Maintain
21	GRN	QA Handbook	7	e.4	1	Julie / Bev	30-Sep-97	R&P
22	GRN	IGE training	6	c.3	1	Judith / Toni	28-Nov-97	P&C
23	GRN	ADR program	6	h.3	1	Steve / Bev	3-Nov-97	DIP
24	GRN	Formalized Partnering	7	e.1	1	Alan / Suzy	5-Dec-97	
25	GRN	Contracting Organizations	9	a.2	1	Bev / Toni	1-Oct-97	DIP
26	GRN	Acquisition Planning	2	b.1	2	Alan / Suzy	16-Jan-98	DIP
27	GRN	Improve NAF Contracting	6	f.4	2	Brenda/ Suzy		
28		Alternative Surveillance Methods	7	e.4	2	Carol / Bev	3-Nov-97	
29		Career Proponency	4	b.3	2	-	30-Sep-97	
30		Contracting Officer Qualifications	4	b.3	2	Clyde / Suzy	3-Nov-97	
31		Prototype CA Plan / Training	2	e.1	2	Joan / Bev	1-Oct-97	
32		Past Perf Ed for Customers & Contractors	7	f.3	2	Joan / Bev	31-Oct-97	
33		IDIQ for Other Agencies	8	a.2	2	Judith / Toni	15-Dec-97	
34		QA training	7	e.4	2	Julie / Bev	1-Dec-97	
35		CMR guide	6	c.2	2	Pat / Suzy	30-Sep-97	
36		Service Order Contracts	6	a.2	2	Steve / Libby		
37		CVI Projects	6	a.2	2	Susan / Libby		
38		Awards system	4	a.2	2	Suzy / Toni	30-Oct-97	
39		CMR Process	6	c.2	2	Suzy / Toni	30-Sep-97	
40		Publish revised Award Fee Handbook	7	e.1	3	Joan / Bev	28-Nov-97	
41		Prototype QA plan	7	e.4	3	Julie / Bev	3-Nov-97	
42		FFARS	6	b.2	3	Judy / Suzy	30-Oct-97	
43		ISO 9000 program	7	e.4	4	Carol / Bev	30-Oct-97	
44	GRN	FOIA policy	6	h.4	4	Julie / Bev	31-Oct-97	IR&P

Operational Definitions for the Action Item Summary

Priorities

- 1: Critical -- expect significant progress in the next six months.
- **2: Important --** expect progress in the next six months.
- **3: Desirable** -- expect progress in the next six months, milestones may stretch due to higher priority tasks.
- **4: Elective --** may make progress, depending on other workload.

Actions

Develop: Create a program, plan, publication, etc. **DIP:** Develop, Implement and Publish guidance **Implement:** Put the plan or program into action

Innovate: Come up with a new idea for improvement **Maintain:** Monitor, oversee, identify & resolve issues

P&C: Plan and Conduct **R&P:** Revise and Publish

Revise: Update previous plan, program or publication

Status

Green: Action is on track for next milestone

Amber: Action is anticipated to miss the next milestone or there may be a significant

impediment developing

Red: Action has significantly missed next milestone or a significant impediment

prevents progress

Example of an Action Item Report

Action Item Report

Task Title: Force XXI Contracting Priority: 1

Contracting Regionalization Status: Green (Centers and Satellites) Date: 15 Aug 97

Action Officer: Toni

Additional Team Members: Roy, Gail

Sponsor: Toni

Strategic Goal Supported: 8: Regionalized Contracting

Core Process Supported: a.2: Acquisition Reform Implementation

Customer: Chief of Staff, SARDA, Installation Commanders, DOCs

Task Description: IMPLEMENT

- Maintain oversight of the implementation of the FORSCOM Contracting Regionalization Plan
- Ensure Corps DOCs and AACC update and implement their plans
- Ensure savings goals are realized
- Seize new opportunities for Regionalization savings as they arise

PARC's Intent:

Save money while maintaining efficiency and effectiveness through implementation of Contracting Regionalization

Measure of Success:

Regionalization achieves at least \$7M savings annually

Milestone Plan

<u>Task</u>	Milestone	Product	<u>Metric</u>	Approval
Assess Regionalization Savings FY to date - Roy	30 Oct 97 30 Jan 98 30 Apr 98	Chart	\$ Saved	Toni
List of contracts which have been / will be awarded under Regionalization - Gail	30 Oct 97 30 Jan 98 30 Apr 98	Slide	\$ Saved	Toni
Updated Regionalization Plans from Corps/AACC - Roy	30 Nov 97 30 May 98	Corps/AACC Plans	<pre># Centers w/ updated plans</pre>	Toni

METRICS FOR FORSCOM CONTRACTING GOALS

- 1. High velocity contracting processes. Processes that produce results fast.
- a. Intent. We want to award contracts as quickly as possible to satisfy customer needs. However, we must also ensure we gain maximum exposure for the requirement through publicizing for an appropriate period of time, and that offerors have sufficient time to prepare their best proposal. Publicizing and proposal preparation time will assure we get the best quality at the lowest possible price. In addition, we must allow our customers a reasonable amount of time to ensure their requirement is well defined and gives them exactly what they want.
 - b. Metric: Contract Administration Lead Time (CALT)
 - (1) Measure.
- (a) Percent of actions under \$100K which require less than 30 days from time of receipt of requirement to time of award.
- (b) Percent of actions between \$100K and \$3M which require less than 155 days from time of receipt of requirement to time of award.
- (c) Percent of actions over \$3M which require less than 210 days from time of receipt of requirement to time of award.
 - (2) Data Source. FORSCOM Cost Benefit Tracking System.
- (3) Desired Outcome. Over 90% of all requirements are awarded within the specified timeframes.
- 2. High quality contracts. Contracts that accurately convey the requirements and intent of the customer.
- a. Intent. We must ensure the customer gets exactly what he wants, when he wants it. We must not confuse giving the customer what he asks for with giving the customer what he wants.
 - b. Metric: Customer Satisfaction
- (1) Measure. Percent of customers who are satisfied with the results of their contract.
 - (2) Data Source. Installation customer surveys.
- (3) Desired Outcome. Over 90% of customers are satisfied with the results of their contracts.
- 3. Efficient contracting processes. Processes which cost less.
- a. Intent. We must ensure our contracting processes are as efficient as possible. However, we must balance the cost of our workforce with the speed of our contracting processes and the ability to surge in the event of an emergency or mobilization.
 - b. Metric: Cost per Dollar Obligated

- (1) Measure. Cost to obligate one dollar through contracting. The total cost of contracting personnel divided by the total amount obligated.
 - (2) Data Source. W Account and SAACONS
- (3) Desired Outcome. Total cost is less than 2 cents per dollar obligated.
- **4.** Highly skilled acquisition professionals. Smart, well educated and highly trained acquisition professionals that have the highest level of credentials in both government and commercial sectors.
- a. Intent. We must ensure our contracting workforce is fully qualified to meet the demands of today and is preparing for the future. We must also allow for regenerating the workforce through new hires, promotions and interns.
 - b. Metric: DAWIA Certification
- (1) Measure. Percentage of FORSCOM Acquisition Professionals who are certified at their present grade.
 - (2) Data Source. Training database.
- (3) Desired Outcome. Over 90% of all FORSCOM acquisition professionals are certified at their present grade.
- 5. Empowered workforce. Each acquisition professional can individually make all decisions necessary to perform his or her contracting mission.
- a. Intent. We must ensure our Acquisition Professionals are not encumbered by unnecessary requirements for approval or documentation. At the same time, we must protect our Contracting Officers, as well as the FORSCOM HCA, from exposure to extraordinary risk. We must shift our oversight emphasis from in-process approval to after-action review as much as possible.
 - b. Metric: Approvals
- (1) Measure. Number of processes the Acquisition Professional must get before they may complete the contracting action.
 - (2) Data Source. FORSCOM Federal Acquisition Regulation Supplement.
- (3) Desired Outcome. Minimize the number of processes which require in-process approval, based on statute, regulation or sound business judgment.
- **6. Best business decisions for the Army.** Every contracting decision adds the maximum possible value to the Army at an acceptable level of risk.
- a. Intent. We must ensure that our business decisions are in the best interests of the Army, balancing our customer's desires with the intent of Congress, the President, and the taxpayer.
 - b. Metric: Competition
- (1) Measure. Percentage of contracts which are awarded competitively.

- (2) Data Source. SAACONS
- (3) Desired Outcome. Over 96% of all FORSCOM contracting actions are awarded competitively.
 - c. Metric: Sustained Protests
 - (1) Measure. Number of contractor protests which are sustained.
 - (2) Data Source. Contracting Division Log and OTJAG statistics.
 - (3) Desired Outcome. No protests are sustained.
 - d. Metric: Contract Management Review Ratings
 - (1) Measure.
- (a) Number of Installation Directorates of Contracting rated Marginal or below.
- (b) Percentage of Installation Directorates of Contracting which are rated Above Average or higher.
 - (2) Data Source. Contract Management Review files.
- (3) Desired Outcome. No Installation Directorates of Contracting are rated marginal or below. At least 25% are rated Superior or higher.
 - e. Metric: IMPAC Card usage
- (1) Measure. Percent of purchases under \$2,500 which used an IMPAC Card.
 - (2) Data Source. Installation data call
- (3) Desired Outcome. Over 95% of all actions under \$2,500 are purchased using an IMPAC Card.
- 7. High quality, efficient contractors. A highly select population of contractors which adhere to the requirements of the contract and meet these requirements on time, every time.
- a. Intent. We must ensure the contractors we use have a good track record and can do the job right before we award them the contract. At the same time, we must allow for new contractors who have no track record yet, and for good contractors who have learned from their mistakes.
 - b. Metric: Past Performance
- (1) Measure. Percent of active contractors who have a positive past performance record.
- (2) Data Source. FORSCOM Cost Benefit Tracking System (CBTS) and Army Past Performance Management Information System (PPMIS).
- (3) Desired Outcome. Over 90% of active contractors have a positive past performance record.

- **8. Regionalized contracting.** Contracting centers and satellites organized to respond quickly and effectively to the warfighter chain of command.
- a. Intent. We must use our best experience for each contract action, and consolidate requirements when we can achieve savings from economies of scale.
 - b. Metric: Regionalization Savings
 - (1) Measure. Deviation from projected savings.
- (a) Save 5.7% for economies of scale and 5.4% for quality improvement on each Regional or Master Contract.
- (b) Save 5.4% on each negotiated contract over \$500K that is transferred to a Regional Center.
 - (2) Data Source. Installation data call.
 - (3) Desired Outcome. Achieve projected savings.
- 9. The right mix of acquisition expertise. The mix of acquisition skills and experience that produces the most effective and efficient contracting organization.
- a. Intent. We must ensure we have the right people collocated at the right places and organized into the most effective structure to capture the synergies of the optimum skill mix.
 - b. Metric: Skill Mix
 - (1) Measure. Percent employees with correct skills/grade
 - (2) Data Source. Contract Management Reviews, peer comparisons
- (3) Desired Outcome. 100% correlation between required skills and skills on hand.
- 10. Information technology that multiplies the effect of the acquisition workforce. Integrated computer and communication systems that maximize the impact of the skills and abilities of the workforce.
 - a. Intent. We must be prepared to exploit advances in technology
 - b. Metric: Computer Workstations
- (1) Measure. Percent of Acquisition Professional whose workstation meets the minimum standard for the Standard Procurement System fielding.
 - (2) Data Source. Installation data call.
- (3) Desired Outcome. All workstations meet the requirements for the Standard Procurement System.

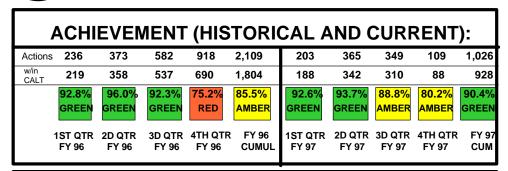
CURRENT GOAL METRICS STATUS



GOAL: HIGH VELOCITY CONTRACTING PROCESSES

METRIC: CONTRACT ADMINISTRATIVE LEAD-TIME (CALT) (AACC)

AS OF: 31 JUL 97



GOAL:

90%>

81-89%

<80%

W/IN CALT OBJECTIVES

ACTIONS <\$100K, 30 DAYS ACTIONS \$100K-\$3M, 155 DAYS ACTIONS >\$3M, 210 DAYS

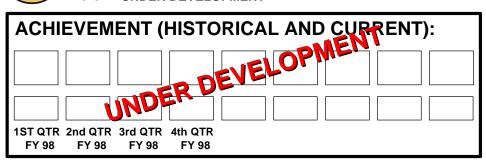
BASELINE: FY 96 ACHIEVEMENT AND PUBLISHED CALT GOALS

1

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GOAL: HIGH QUALITY CONTRACTS
METRIC: CUSTOMER SATISFACTION
AS OF: UNDER DEVELOPMENT



GOAL:

90% Customers satisfied with results of contract GREEN 80% Customers satisfied with results of contract

< 80% Customers satisfied with results of contract RED

BASELINE: Initial results of installation customer surveys



GOAL: EFFICIENT CONTRACTING PROCESSES METRIC: COST PER DOLLAR OBLIGATED

AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):									
DOC Ops Cost (\$Mil) 25.7	25.1	5.9	13.6	17.6	19.8				
\$ Obligated (\$Mil) 1,125.8	1,220.8	281.3	593.4	891.5	972.3				
\$0.0228 GREEN	\$0.0206 GREEN	\$0.0210 GREEN	\$0.0229 GREEN	\$0.0198 GREEN	\$0.0204 GREEN				
FY 95	FY 96	1ST QTR FY 97	2D QTR FY 97	3D QTR FY 97	4TH QTR FY 97				

GOAL

<\$0.0233 per \$ **GREEN**

≤\$0.025 per \$ **AMBER**

>\$0.025 per \$ **RED**

Less than industry average of \$0.0233 **BASELINE:**

per dollar obligated and downward trend

3

FORSCOM =



GOAL: HIGHLY SKILLED ACQUISITION PROFESSIONALS

METRIC: DAWIA CERTIFICATION AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):										
Total Personnel	563	551	488	480	480	471				
DAWIA Certified	501	509	457	450	459	442				
	88% AMBER	92% GREEN	94% GREEN	94% GREEN	96% GREEN	94% GREEN				
	FY 95	FY 96	1ST QTR FY 97	2D QTR FY 97	3D QTR FY 97	4TH QTR FY 97				

GOAL:

≥90% GREEN ≥ 80% **AMBER**

< 80% **RED**

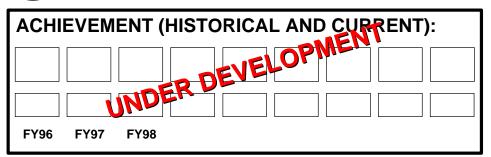
BASELINE: Army goal of 90% of personnel certified.



GOAL: EMPOWERED WORKFORCE

METRIC: APPROVALS

AS OF: UNDER DEVELOPMENT



GOAL: AMBER RED

BASELINE: Number of approval processes above Contracting Officer level in FY 96

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GOAL: BEST BUSINESS DECISIONS FOR THE ARMY

METRIC: COMPETITION AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):									
Total \$(Mil) 219.0	356.8	550.2	902.6	218.7	326.8	505.6	548.1		
Comp \$ Mil) 210.6	Comp \$ Mil) 210.6 346.3 531.6 932.1 212.6 316.9 489.8 529.5								
FY 96 96.2%	97.1%	96.6%	96.8%	97.2%	97.0%	96.9%	96.6%		
GOAL GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN		
1ST QTR	2D QTR FY 96	3D QTR FY 96	4TH QTR	1ST QTR	2D QTR FY 97	3D QTR FY 97	4TH QTR		

GOAL:

≥96% GREEN 90- 96% AMBER <90% RED

GOAL IS SET ANNUALLY BY THE FORSCOM COMPETITION ADVOCATE BASED ON STATISTICAL ANALYSIS OF HISTORICAL WORKLOAD, PROJECTED REQUIREMENTS.

BASELINE: INCLUDES ALL ACTIONS > \$2,500 AVAILABLE FOR COMPETITION.

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GOAL: BEST BUSINESS DECISIONS FOR THE ARMY METRIC: SUSTAINED PROTESTS AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):									
Total Protests	52	49	25	13	10	5			
Protests Sustained	0	0	0	0	0	0			
	0 GREEN	0 GREEN	0 GREEN	0 GREEN	0 GREEN	0 GREEN			
	FY 95	FY 96	1ST QTR FY 97	2D QTR FY 97	3D QTR FY 97	4TH QTR FY 97	CUM FY 97		

GOAL GREEN: No sustained protests in the last year AMBER: One or more sustained protests that have no substantive effect RED: One or more sustained protests that result(s) in action against the Government

BASELINE: Trend of no sustained protests

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GOAL: BEST BUSINESS DECISIONS FOR THE ARMY METRIC: CONTRACT MANAGEMENT REVIEW (CMR) RATINGS

AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):									
Total Ratings	13	13	13	13	13	13			
Unsatl Ratings	0	0	0	0	0	0			
Marginal Ratings	0	0	0	0	0	0			
Satisfactory Ratin	gs 11	8	8	8	8	8			
Above Avg Rating	s 0	1	1	1	1	1			
Superior Ratings	2	4	4	4	4	4			
	0/15% AMBER	0/38% GREEN	0/38% GREEN	0/38% GREEN	0/38% GREEN	0/38% GREEN			
	FY 95	FY 96	1ST QTR FY 97	2D QTR FY 97	3D QTR FY 97	4TH QTR FY 97	CUM FY 97		

GOAL:

GREEN: No marginal or unsatisfactory ratings; at least 33% rated superior or above average.

AMBER: No marginal or unsatisfactory ratings

RED: One or more marginal or unsatisfactory ratings

BASELINE: All DOCs determined to be satisfactory or above.

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NO

GOAL

GOAL: BEST BUSINESS DECISIONS FOR THE ARMY

METRIC: IMPAC USAGE AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):

16.7% RED 76.6% GREEN 97.3% 97.6% 10 ≥ 95% GREEN

80%

90% 95% 95% 95% 95% 95%

12 <u>> 9</u>5% GREEN

FY 93 FY 94 FY 95 FY 96 1ST QTR 2nd QTR 3rd QTR 4th QTR CUM FY 97 FY 97 FY 97 FY 97 FY 97

GOAL: 95% w/ 6+ installations at 95%

50%

94% w/minimum 5 installations at 95% AMBER Less than FY 96
Achievement
(Baseline)
RED

12 <u>> 9</u>5% GREEN

BASELINE: FY 96 performance of 93.5% with 5

installations ≥ 95% and Army goal 80%

IMPAC Actions as a Percent of Actions <\$2,500

GREEN

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GOAL: BEST BUSINESS DECISIONS FOR THE ARMY METRIC: IMPAC DELINQUENT PAYMENTS > 90 DAYS

AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):

Delinquency \$1,300K \$1,300K \$1,300K \$1,300K \$372K \$812K

AMBER RED RED RED RED RED 1ST QTR 2D QTR **4TH QTR FY 95 FY 96** 3D QTR **FY 97 FY 97 FY 97 FY 97**

BASELINE: INVOICES OVER 90 DAYS DELINQUENT

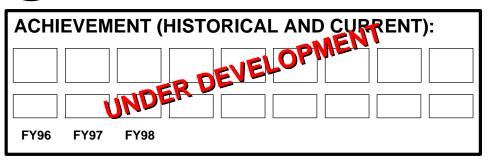
Temporary Metric -- Pursuing system fix which will eliminate problem





GOAL: HIGH QUALITY, EFFICIENT CONTRACTORS

METRIC: PAST PERFORMANCE AS OF: UNDER DEVELOPMENT



GOAL:

90% active contractors have a positive record GREEN

80% active contractors have a positive record AMBER

< 80% active contractors have a positive record RED

BASELINE:

Percent of contractors with a positive past

performance record in FY 97

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GOAL: REGIONALIZED CONTRACTING METRIC: REGIONALIZATION SAVINGS

AS OF: 31 JUL 97

ACHIEVEMENT (HISTORICAL AND CURRENT):

<u>Qtr 2</u> <u>Qtr 1</u> <u>Qtr 3</u> <u>Qtr 4</u> FY 97 Goal 2.100.000 2.100.000 1.400.000 1.400.000 7.000.000 Projected Achievement 17,336,697 3,336,769 2,318,777 2,440,194 25,432,437 % of FY 97 Goal 826% 159% 166% 174% 363%

STATUS

GREEN

GOAL:

100% of \$7 Million savings GREEN 85% of \$7 Million savings AMBER 70% of \$7 Million savings RED

BASELINE:

Savings are based on Consolidation at 5.67%, and Quality Improvement at 5.4%, of contract value of Regionalized and Master contracts ID'd on Adv. Acq. Plan.

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12



GOAL: THE RIGHT ACQUISITION EXPERTISE

METRIC: UNDER DEVELOPMENT AS OF: UNDER DEVELOPMENT

